

# Giant PEO

The straightforward PAYE solution.





# Introduction

For those of you affected by the IR35 changes in April 2021 this is a difficult time. You will want to become familiar with how IR35 fee payer works and ultimately how this affects your net income. We have produced this booklet with frequently asked questions to hopefully answer most, if not all, of your queries.

At Giant we have almost 30 years of specialist experience providing payroll and employment services to contractors, agencies and corporates. Over the years we have won many awards but also built a reputation for being very straight forward and compliant.

We very much hope this booklet helps you in your decision-making and we look forward to welcoming you to one of our services.



● Verified

19 hours ago

## Quick response

My experience with a chat a couple of days ago was very positive. The person responding to my questions was very quick in responding. His answers were accurate.

**Date of experience:** November 29, 2023

# Giant PEO

Put simply, PEO is Professional Employer Organisation. If you are looking for a straightforward, efficient and easy to understand PAYE solution giving you full worker rights whilst maintaining your professional independence then PEO, is for you.

Our PEO offering is designed to be simple, paperless and hassle free. We ensure that you receive your full contractual rights, take care of all PAYE tax deductions and provide you with a mobile enabled portal so you can easily access your payslips and other data. To keep the process simple, you only need to submit a timesheet to your agency and are not required to submit one for to us.

Honoured by the Benefits Excellence Awards, Giant Advantage is an extensive benefits programme that can save you £1000's each year.

Under PEO you are quoted your actual gross pay rate from the start which never changes, unless you agree a rate change. There are no deductions other than the normal PAYE tax and national insurance. Payslips are therefore very easy to follow. The pay rate that you are quoted is the pay rate that you are paid!

You do not pay any fees. Our fees are paid by the agency or hirer.





# Benefits of Giant PEO

Honoured by the Benefits Excellence Awards, you have access to Giant Advantage which is an extensive employee benefits programme that can save you £1000's each year.

1. 30 years of specialist experience
2. Advances available
3. Payment text alerts
4. Pension options
5. Support team
6. ISO 27001 international security
7. ISO 14001 environmental
8. You receive your actual pay rate
9. Mobile enabled, simple software
10. Statutory payments (SSP, SMP etc.
11. Own tech – designed for simplicity
12. £20m business insurances
13. Benefits scheme with Giant Advantage
14. ISO 9001 quality systems





# Customer service

We recognise that customer service is very important to you throughout your journey with Giant. Our support teams are available from 8 am to 8 pm whether you are using the feedback function via your portal, live chat or the phone - and our technology is open 24 hours!

We continue to invest heavily in our own technology, ensuring your experience across any device is both intuitive and simple.

We also invest very heavily in our people, from the recruiting phase through to continuous training and quality control. An important cornerstone of our quality control are the scores and feedback we receive from you and other clients using our service. These are surveys which, using a net promoter score of 0 to 10, gain valuable feedback on both our overall service and importantly individual support staff.

Each staff member and the department as a whole are ranked and mapped showing clearly their scores and feedback. These are circulated daily and form part of our key performance indicators and staff reviews each month. It is rare that these scores are less than 9 out of 10.

With your help the feedback you provide allows us to continually improve our service.



# Giant Advantage

Honoured by the Benefits Excellence Awards, Giant Advantage is an extensive benefits programme that can save you £1000's each year.

We know everyone enjoys cheaper cinema tickets and discounts at their favourite high street retailers but with Giant Advantage you also get something a little extra.

Our eVouchers, promo codes and pre-discounted websites allow you to save money instantly whether it's a one off big purchase or your weekly shop.



# Frequently asked questions

We have grouped the most frequently asked questions to help you answer your queries. We are constantly updating these based upon your feedback. We very much hope they are useful and look forward to welcoming you to one of the Giant services.



✓ Verified

Nov 21, 2023

## **The team working with me at Giant have been great**

The team working with me at Giant have been very professional, responsive and easy to work with.

**Date of experience:** November 21, 2023



## What is PEO & what type of contract am I engaged under?

### What is PEO?

PEO stands for Professional Employer Organisation. This is a simple PAYE engagement model in which you are quoted your actual gross pay rate from the start, which never changes unless your pay rate changes. There are no deductions other than PAYE tax and national insurance. The pay rate that you are quoted is the pay rate that you are paid.



### What type of contract am I engaged under?

A contract for services, the contractual relationship between parties is shown below.





## Can you provide a net pay illustration?

Can you provide a net pay breakdown?

Yes, please enter your details and rate on the calculators available on our website.

Can a yearly illustration be provided using my specific tax code?

Our illustrations provide an estimated take home using a fixed set of assumptions as detailed. They are for illustrative purposes only to provide an estimated net take home and should not be thought of as guaranteed income.

Can you provide me with a net pay illustration factoring in Student loan deductions?

We are unable to include student loan repayments in the illustration we provide; however if we are notified by HMRC to make deductions, the amount you repay depends on which plan you're on. Each plan has a threshold for your weekly or monthly taxable income. You repay:

1. 9% of the amount you earn over the threshold for plan 1 and 2
2. 6% of the amount you earn over the threshold for the postgraduate loan
3. If you have a plan 1 or 2 loan and a postgraduate loan, you'll repay 15% of the amount you earn over the threshold.

You do not pay anything back if your income is under the threshold. The thresholds change on 6th April each year, click on the following link to find out the current thresholds: <https://www.gov.uk/repaying-your-student-loan/what-you-pay>



## Tell me about your fees?

What fees are payable?

None. We charge your agency!

When & how often do you pay me?

When do you pay me?

We will agree a weekly or monthly payroll timetable with your agency and this, along with any applicable payment terms, will be communicated to you during onboarding.

How often will you pay me?

We will pay you in line with the same frequency that we agree with your agency – this generally is either weekly or monthly.



## Quoted pay rate, deductions and payslips?

### What is my quoted pay rate?

This is your actual gross pay rate that does not change. Your gross pay is based upon this rate and the number of hours or days worked.

### What deductions are there from my rate?

There are only statutory PAYE tax deductions from your quoted gross pay rate. Statutory deductions may also include. Student Loan repayments and any Attachment of Earnings Orders we receive e.g. CSA payments.

### Do I get a payslip?

Yes you receive a normal payslip starting with your gross pay rate and showing the PAYE tax deductions.

### Can I claim expenses?

Any expenses will need to be pre-approved by the hirer and agency; once they pay the funds to Giant, we will reimburse the expense to you within your payroll.



## What about holidays?

### What is the holiday entitlement under PEO and how does it work?

You will have a statutory minimum entitlement of 28 days per year including bank and public holidays. If under the AWR regulations, we are advised by your agency of a higher entitlement, then this will be matched. In most cases, your holiday will be accrued and paid to you when you take time off.

### Are bank holidays paid?

Your holiday entitlement is inclusive of bank holidays, to be paid for a bank holiday you will need to submit a holiday claim, which you can do online via your portal.

### What happens if I take more or less than the entitlement?

You should aim to ensure that you take your full annual leave entitlement within the holiday year. Any unused holiday will be carried forward to a new year.

If you take more than your entitlement, then it will be unpaid.

### Can I book holiday for the same period that I have also worked?

The practise of booking holiday and also submitting a timesheet for the same period is not permitted on an accrued holiday pay scheme.



## What are my pension options?

What are my pension options with Giant?

After 90 days of continuous engagement with us, we will auto enrol you into a workplace pension with NEST. You will contribute 5% of pensionable earnings and Giant will contribute a further 3%. Once auto-enrolled, you do have the option to opt out of this.

If I have a private pension elsewhere, is this something you take into consideration when processing my pay and have it deducted from my gross?

We can currently only process pension contributions into the workplace pension scheme via NEST.

## What if I want to leave?

What is the notice period if I wish to leave my assignment?

You can terminate your assignment by giving the notice of termination specified in the assignment summary.

Can I leave you at any time?

Yes, ensuring that you have served the relevant notice period as detailed on your assignment.



## What about insurances & SLA's?

Do you include business insurances such as professional indemnity etc..?

Yes, we hold the following cover for all our PEO workers:

1. Professional indemnity: £ 5 million for any one claim
2. Employer's liability: £ 10 million for any one occurrence
3. Public liability: £ 5 million for any one occurrence
4. Products liability: £ 5 million for any one occurrence

What are your SLAs for dealing with queries / complaints?

We aim to respond to all queries within 24 hours and have a robust complaints procedure in line with our worker code.

## What are the benefits of Giant PEO?

### What are the benefits of Giant PEO?

An easy to understand, PAYE engagement model in which you are quoted your actual gross pay rate from the start, which never changes unless your pay rate changes.

You will also benefit from:

1. Our 30 years of experience
2. Mobile enabled, simple software
3. Payment text alerts
4. Holiday pay
5. Statutory rights including the AWR
6. Business insurances
7. Workplace pension
8. Statutory payments
9. Own tech – designed for simplicity
10. Support team
11. Giant advantage

### What is Giant Advantage?

Honoured by the Benefits Excellence Awards, Giant advantage is an extensive benefits programme that can save you £1000's each year with things like:

1. Cheaper cinema tickets
2. Discounts at your favourite high street retailers
3. 24 hour worker assistance helpline to help you with both work and personal issues.

Here are a few whitepapers we currently have available to support you through crucial legislation changes. New ones are constantly being added and can be downloaded for free via our website: [www.giantpay.co.uk/resources](http://www.giantpay.co.uk/resources).







## About Giant

For almost 30 years, Giant have provided specialist, end to end workforce management software and support services for organisations of all sizes. Globally.

We invest heavily in our cloud-based software which ranges from talent acquisition and onboarding through to timesheet management, billing and payroll. Our support services include candidate screening, employment solutions and legislative risk management including employment status advice as well our range of payment solutions available to contractors.

You can relax knowing your data is safe with us. Our commitment to compliance protects you from risk and our rigorous international security standard ISO 27001 ensures that your data is GDPR secure.

By the way, we're also green! We're passionate about our planet so we have the ISO 14001 environmental management standard which focuses on reducing waste and recycling!

[Click here to speak to our support team.](#)

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